

### OFFICE OF THE SUPERINTENDENT OF SCHOOLS

30 Greenough Rd. • Plaistow, NH 03865

603/382-6119

Fax 603/382-3334

*Serving The*

Timberlane Regional School District  
Hampstead School District

Dear Parents and Guardians:

In continued partnership with First Student, our transportation provider, Timberlane Regional and Hampstead school districts are launching FirstView<sup>®</sup>, a bus tracking and parent communications app for your smartphone or desktop.

App highlights include:

- **Live Tracking**

The FirstView<sup>®</sup> map screen shows you the live location and direction of your student's bus, your student's stop schedule for the current day and timestamps for school arrivals and departures. You'll know when the bus gets to school in the morning and leaves in the afternoon!

- **Predictive Stop Arrival Times**

Analyzing route and real-time GPS data, it determines an estimated time of arrival to your stop provided on the FirstView<sup>®</sup> map.

- **Custom Alerts and Messages**

Set up push or email notifications alerting you when your student's bus is a chosen distance or number of minutes away from your stop.

- **Multi-Stop View**

Buses for all your students can be tracked with FirstView<sup>®</sup>. Using individual colors for each student, every selected stop appears on the map simultaneously for easy viewing.

- **Additional User Notifications**

Connect up to three additional email accounts to receive email alerts. This is a great feature for grandparents or caregivers!

- **Available in English, French & Spanish**

- **Secure and Easy Access**

FirstView<sup>®</sup> requires a password-protected account for app set-up. This way, only you can view your student's stop!

- **Dedicated Customer Support**

Whether you are having trouble getting started with FirstView<sup>®</sup>, not seeing correct data or have an idea to make FirstView<sup>®</sup> better, FirstView<sup>®</sup> wants to hear from you!

Contact FirstView<sup>®</sup> Monday – Friday by:

- Calling the toll-free phone number 888-889-8920 from 7:00 a.m. EST to 5:00 p.m. EST;
- Emailing Customer Support at [support@firstviewapp.com](mailto:support@firstviewapp.com); or
- Using the in-app “!” button to provide feedback.
- Support provided in English only

The app will be de-activated after the last day of school and re-activated with new bus information prior to the start of the next school year. For more information and to download the app, please go to [www.firstviewapp.com](http://www.firstviewapp.com).

Regards,

Sandra Hodgkins, Transportation Coordinator, SAU#55

[Sandra.hodgkins@sau55.net](mailto:Sandra.hodgkins@sau55.net) 603-382-6119 Ext 2229